

REVISED

April 6, 2012



To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: William A. Sullivan, Chair
Quality and Productivity Commission

County of Los Angeles Quality and Productivity Commission

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SINGLE WEB ACCESS POINT FOR LOS ANGELES COUNTY

On October 25, 2011, on motion of Supervisor Michael D. Antonovich, your Board requested that the County's Quality and Productivity Commission submit a plan that would "assist in providing solutions to County Departments currently working on a single web access point." As requested, the Quality and Productivity Commission (Commission) is pleased to submit its report on a Single Web Access Point for Los Angeles County, commonly referred to as the "County Portal" and located at <http://lacounty.gov>.

The Commission explored the current status of the County Portal and its redesign and migration to Web 2.0, bringing all County departments onto the County Portal and enhancements for tomorrow's e-Government. All of these areas are explored in more detail in the attached report.

In addition, the Commission recommends that your Board consider the following recommendations to achieve a modern cross-platform system that allows mobile applications and services to be created in a timely fashion, which will keep pace with state-of-the-art technology.

Commission Recommendations:

1. Support ongoing efforts by the Chief Information Office (CIO), Internal Services Department (ISD), and Chief Executive Office-Multimedia, Cable and Telecommunications (CEO-MCAT) to complete portal improvements to Web 2.0;
2. Establish a policy that all departments will become a part of the County Portal Web 2.0 in a timely manner and a consistent format using common technology to ensure transparency for user needs;

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**"To enrich lives through
effective and caring service"**

3. Direct each department to analyze its recurring activities and develop mobile applications for them to provide a more efficient interface for the public, such as scheduling inspections, medical appointments, pothole locations, event schedules;
4. Continue to support ongoing web improvements as technology changes to gain efficiencies and support the needs of all users; direct departments to develop budget estimates and a timetable for completion;
5. Establish one enterprise to oversee Web development with responsibility for budgets and ensuring timely deployment of new technologies, such as video, mobile applications, voice;
6. Request that the CIO provide an annual update and recommendations to the Board on emerging technologies that may impact County e-Government and operations;
7. Request that the CEO, CIO and ISD jointly review this report and its recommendations and develop budget estimates and timeframes for implementation of the aforementioned recommendations and report back to the Board during the Supplemental Budget Process; and
8. Allocate resources necessary to accelerate completion of specific enhancements and new technologies identified in this report. Earlier completion of these improvements is consistent with the Board's directive to have a single web access point that will provide the ability to communicate with any department, minimize travel, improve quality of service and enhance the productivity of County employees while reducing costs.

Staff is completing the new state-of-the-art website based on today's technology. They are completing this task at a measured pace using available resources. If no changes in effort are made by the time the current plan is completed in early 2013, and the various departments are on-board Web 2.0, it could be 2014. By that time, technology will have advanced and the County will continue to lag behind.

Various options to speed up the process are identified in the "Accelerated Opportunities" section of the Commission's report. These specific initiatives could be achieved at a modest cost of \$785,000.

If you have any questions or require additional information, please have your staff contact Victoria Pipkin-Lane at (213) 974-1361 or vpipkin@ceo.lacounty.gov.

WAS:VPL:LP

c: Chief Executive Office
Executive Office, Board of Supervisors
Chief Information Office
Internal Services Department

A decorative graphic on the right side of the page. It features three concentric blue circles of varying sizes. Two thin blue lines intersect at a point on the left side of the page, extending towards the top right and bottom right corners. The circles are positioned such that they appear to be part of a larger design, with one circle at the top, a smaller one in the middle, and a large one at the bottom right.

Board Report: Single Web Access Point for Los Angeles County

BY

Quality and Productivity Commission

March 27, 2012

**THE LOS ANGELES COUNTY
CHIEF EXECUTIVE OFFICE
QUALITY AND PRODUCTIVITY COMMISSION**

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SINGLE WEB ACCESS POINT FOR LOS ANGELES COUNTY

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EXECUTIVE SUMMARY

In an October, 2011 Board motion, Supervisor Michael D. Antonovich requested that the County's Quality and Productivity Commission (Commission) submit a plan that would "assist in providing solutions to County Departments currently working on a single web access point." The Commission's Strategic Foresight Committee took the lead on the Board's directive and established a working group consisting of Commission members and staff and representatives from the Internal Services Department (ISD), Chief Information Office (CIO) and Chief Executive Office-Multimedia, Cable and Telecommunications Division (CEO-MCAT). The working group has met on a regular basis to develop this report.

Briefly, the County has a single web access point, commonly referred to as the "County Portal." The County Portal is located at <http://lacounty.gov> and is the gateway to welcome and serve each month nearly 1.2 million visitors, who are seeking information, services and opportunities offered by the County and its departments.

The current County Portal is built on a Shared Portal Infrastructure that allows departments – our "business users" – to publish content and make available online services to the Internet in real time.

Representatives from the CIO, ISD and CEO-MCAT found that improvements already underway with Web 2.0 will allow for a more user-friendly website, where customers may more easily and efficiently find County services and information, transact business and apply for services. This may reduce the need for travel by residents to County facilities for basic program information.

In this report, the Commission has explored the current status of the County Portal and its redesign and migration to Web 2.0, bringing all County departments onto the County Portal and enhancements for tomorrow's e-Government. All of these areas are explored in more detail on the subsequent pages of this report.

Los Angeles County has talented personnel to manage and develop Internet and Web technology. They are currently completing a new state-of-the-art website, Web. 2.0, based on today's technology. They are accomplishing this task at a measured pace using available resources. If no changes in effort are made, by the time the current plan is completed in early 2013, and the various departments are on-board Web 2.0, it could be 2014. By that time technology will have advanced and the County will continue to lag behind.

Various options to speed up the process are identified in the "Accelerated Opportunities" section of the Commission's report. These specific initiatives could be achieved at a modest cost of \$785,000.

Our budget estimates and recommended processes will achieve a modern cross-platform system that allows mobile applications and services to be created in a timely fashion and which will keep pace with state-of-the-art technology. However, one impediment for completing the project is the extended time frame required to bring on contractors for a short-term project. A solution needs to be found to speed up the process.

In addition, the relatively modest budget requirements to meet ongoing technology improvements will benefit the County in several ways. The need to hire employees to perform mundane and repetitive tasks will be reduced, resulting in significant savings; a better flow of paperwork will be achieved; and current manual tasks and scheduling processes will be automated. Rapid deployment of mobile applications, voice-controlled requests and Web search capabilities will make the services more accessible to residents and enhance County efficiency efforts.

Moreover, visitors to the County website, such as entrepreneurs, consumers and employees, will demand that the latest technology be available for easier access to information and services.

Our recommendations, as outlined below, include supporting the ongoing efforts to complete the e-Government enhancements for the County Portal and establishing a countywide policy that all departments will become a part of the County Portal Web 2.0. The Commission also recommends developing a timeframe and budget estimate that provides a framework for the County to adapt to changes in technology that will improve the quality and efficiency of the County Portal.

RECOMMENDATIONS:

- Support the ongoing efforts by CIO, ISD and CEO-MCAT to complete portal improvements to Web 2.0;
- Establish a policy that all departments will become a part of the County Portal Web 2.0 in a timely manner and a consistent format using common technology to ensure transparency for user needs;
- Direct each department to analyze its recurring activities and develop mobile applications for them to provide a more efficient interface for the public, such as scheduling inspections, medical appointments, pothole locations, event schedules;
- Continue to support ongoing web improvements as technology changes to gain efficiencies and support the needs of all users; direct departments to develop budget estimates and a timetable for completion;

- Establish one enterprise to oversee Web development with responsibility for budgets and ensuring timely deployment of new technologies, such as video, mobile applications, voice;
- Request that the CIO provide an annual update and recommendations to the Board on emerging technologies that may impact County e-Government and operations;
- Request that the CEO, CIO and ISD jointly review this report and its recommendations and develop budget estimates and timeframes for implementation of the aforementioned recommendations and report back to the Board during the Supplemental Budget Process; and
- Allocate resources necessary to accelerate completion of specific enhancements and new technologies identified in this report. Earlier completion of these improvements is consistent with the Board's directive to have a single web access point that will provide the ability to communicate with any department, minimize travel, improve quality of service and enhance the productivity of County employees while reducing costs.

BOARD REPORT

SINGLE WEB ACCESS POINT FOR LOS ANGELES COUNTY

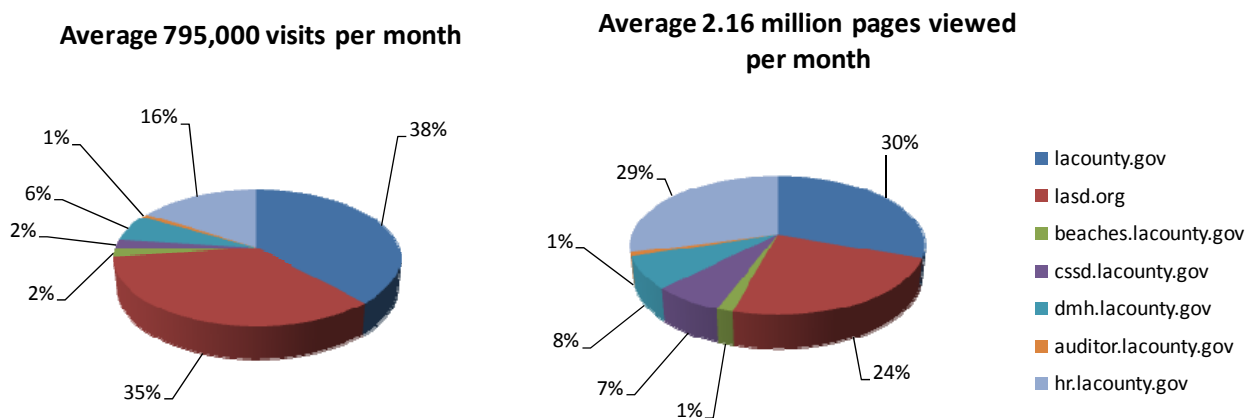
SINGLE WEB ACCESS POINT FOR LOS ANGELES COUNTY

On October 25, 2011, on motion by Supervisor Michael D. Antonovich, the Board directed the Quality and Productivity Commission (Commission) to report in 30 days with a plan that will assist in providing solutions to County departments currently working on a single web access point. *(The Board Motion is shown on Attachment I.)*

The Commission consulted with subject matter experts to assist with the preparation of the plan to meet your Board's directive, including representatives from the Chief Information Office (CIO), Internal Services Department (ISD) and the Chief Executive Office-Multimedia, Cable and Telecommunications Division (CEO-MCAT). It was determined that additional time to complete the assignment was needed and extensions were requested and granted.

CURRENT COUNTY WEB PORTAL

The County has a single web access point, commonly referred to as the "County Portal." The County Portal is located at www.lacounty.gov and is the gateway to welcome and serve nearly 1.2 million visitors each month who are seeking information, services and opportunities offered by the County and its departments. *(See the Chart below showing the analytics of key search terms and most frequently viewed sites, based upon the annual averages for 2011.)*



<u>Key Search Terms</u>					
LA County	41,910	53.8%	Sheriff/Jails	12,435	16.0%
Job-related	18,688	24.0%	Business licenses	10,216	13.1%
Public records	17,232	22.1%	Animal shelters	3,456	4.4%

The current County Portal is built on a Shared Portal Infrastructure that allows departments – our “business users” – to publish content and make available online services to the Internet in real time. The Shared Portal Infrastructure, a Board standard

that was adopted in 2007, provides a common technology platform for County departments to deploy their new websites and leverage new Internet technologies. Importantly, they can do this without having to buy new software and build a separate infrastructure.

As technology evolves, new web capabilities will provide better tools to improve customer service. As a result, upgrading the County's Portal and department websites is a constantly evolving project. As new technologies become available County departments will require solid technological infrastructure to be able to take advantage of website upgrades. The readiness of County departments to proceed with improvements is critical to maximizing new technological opportunities. At this time the technology capabilities of some departments is mixed. Additional resources will be needed to improve the technology base to take advantage of emerging technologies.

GUIDING PRINCIPLES FOR COUNTY PORTAL REDESIGN

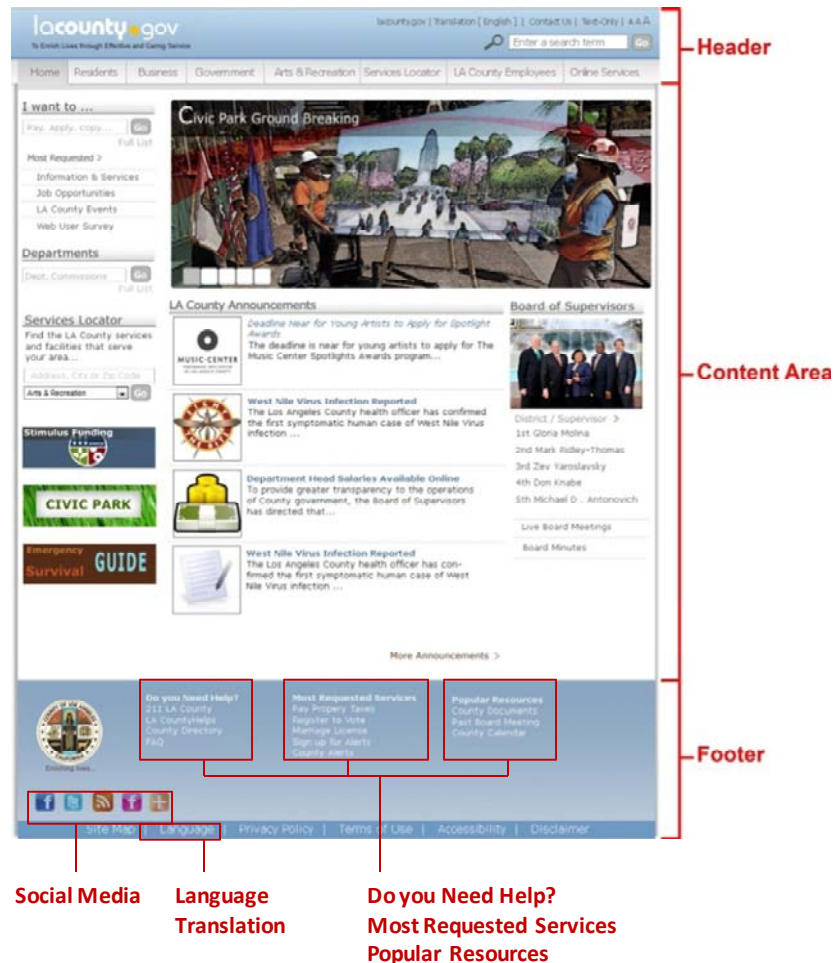
The County Portal's existing platform has technical limitations which will be enhanced by an ongoing migration to a new Web 2.0 platform by the first quarter of 2013 if current processes are followed. The guiding principles for the upgrade are:

- Make it more customer-friendly with more graphics, plain language, less dense text and a translation ability in a multitude of languages;
- Feature prominently the "most requested" information and services and make them easy to find;
- Simplify search features;
- Enhance the popular Service Locator 2.0 for users, while providing departments with greater ease to update information and keep it timely;
- Enable use of social media and multimedia, keeping pace with technological trends; and
- Establish an adaptive design that allows department branding, scalability and flexibility to evolve with changes in user needs and technology trends, and accommodates multimedia and multiple industry platforms (i.e., Mac, Microsoft).

COUNTY PORTAL WEB 2.0

Since 2009, efforts have been underway to upgrade the County Portal to Web 2.0. The ISD, CIO and CEO-MCAT team are in the process of completing design improvements, as well as implementing user-friendly enhancements to the County Portal to make

County services and programs more accessible to County residents, staff and other visitors to the website. (See the Chart below illustrating the new look and features of the County Portal.)



Some of the completed upgrades include:

- A redesigned County Portal that aggregates and presents more than 120 online services from across County departments; (A list of online services available on the County Portal are shown on Attachment II – and this list is always evolving as additional services come online.);
- A new portal infrastructure that enables department users to contribute and publish information and services, including an event calendar, document management and publishing capabilities, as well as a map-based services locator;

- A shared online payment service that collects more than \$1.5 billion annually across 16 online payment applications, including pet licenses, property taxes, utility bills, boat slips and business permits; and
- A shared online reservation system for facilities operated by the Departments of Parks and Recreation and Beaches and Harbors

The improvements already underway with Web 2.0 will allow for a more user-friendly website, where customers may more easily and efficiently find County services and information, transact business and apply for services. This will minimize the need for residents to travel to County facilities for basic program information. In addition, users, the general public and employees will continue to expect new technologies as they become available. *(See the graphics below that illustrate new departmental websites using the Web 2.0 platform.)*



As a visual analogy, think of Web 2.0 as a brand new high tech building that is designed and ready for tenants to take advantage of all of the new technologies to be able to interact with their customers.

For the County the challenge is bringing all departments onto Web 2.0 in an environment where technology is rapidly changing to accommodate evolving new web technologies and capabilities.

With the available Web 2.0 tools, departments will be able to enhance their productivity and efficiency in the delivery of services and information online. Also, they will be able to easily control and upgrade their department's data. This will result in the most accurate online information available and achieve cost savings through such efficiencies.

INCORPORATING ALL COUNTY DEPARTMENTS INTO COUNTY PORTAL WEB 2.0

While progress is being made on incorporating departments into the upgraded and improved L.A. County Portal, there is much more work needed to increase the number of departments using the website and to accomplish the Board's 2007 directive. Those departments coming onto the Shared Portal will see the benefits of being able to easily update information on their websites to ensure that content is always current. Users will be able to readily search for information they need, pay bills and obtain specific permits online. They also will be able to easily access map-based services.

Since the start of the upgrades to Web 2.0 in early 2009, six departments - Auditor-Controller, Child Support Services, Beaches and Harbors, Sheriff, Mental Health and Human Resources - have come on board and are using the Shared Portal Infrastructure for their redesigned department Internet websites. The CIO and ISD are currently working with the departments of Public Social Services, Parks and Recreation, Health Services, Probation, Military and Veterans' Affairs, and the District Attorney to build their new websites onto the Shared Portal Infrastructure. Other departments to be on-boarded are Agricultural Commissioner/Weights & Measures, Animal Care and Control, Chief Executive Office, Chief Information Office and Coroner. *(A chart of the progress and timetable of departments coming on board to the Portal is shown on Attachment III.)*

Some of the challenges involved with "on-boarding" departments include:

- Limitation of current legacy systems to provide online services on the Internet. Often, the ability to provide online service is hampered by the inability of County departments' legacy system to support Internet technologies. However, technology improvements have made it possible to enhance legacy systems to deploy online services without replacing or significantly re-engineering the legacy system.

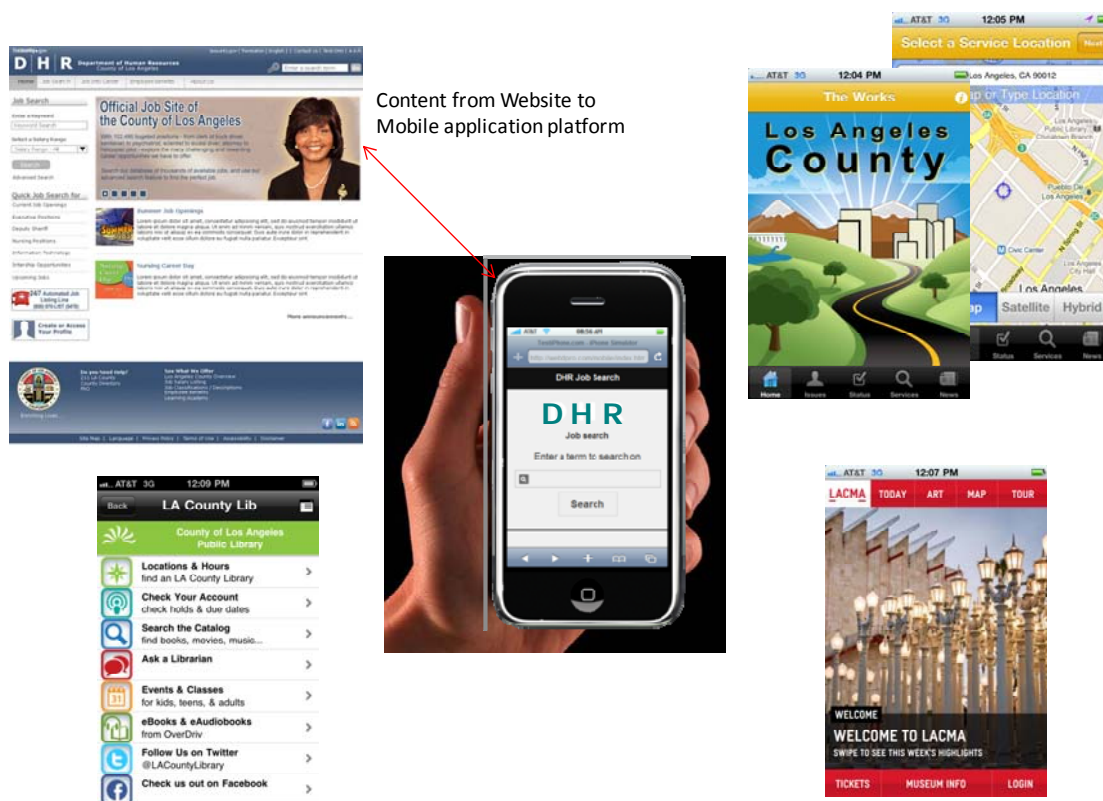
- Collaboration among departments often requires providing seamless online services, e.g., County's Property Tax Portal, which provides property tax information and payment services coordinated by the Treasurer and Tax Collector, Assessor and Auditor-Controller. These cross-departmental initiatives are often large-scale and require re-engineering of business processes and systems to provide seamless interaction of online services for public use.

Readiness for integration into the redesigned County Portal Web 2.0, as stated earlier, depends on a department's capabilities and unique needs. In some cases, a department may have a specialized website designed for the special needs of their customers, or they may have limited technical capabilities to make the change. This combination of factors means that additional resources will be needed by a department to integrate their operations into the redesigned County Portal Web 2.0.

In some cases, skilled technology resources will be needed, and, in other cases, a department will need a commitment to shape an existing website into the County Portal so it is transparent to all users. In all cases, the goal needs to be ease of use by the public. For example, a resident asking about a building permit needs to be directed to the actionable page on the relevant department (Public Works) website. The search engine also needs to have sufficient intelligence to interpret a query and direct the user to the appropriate department's webpage.

WEB 2.0 ENHANCEMENTS FOR TOMORROW'S E-GOVERNMENT

The use of Internet technologies is continually evolving as entrepreneurs and consumers are discovering and exploring new ways to obtain and use information and services. The CIO and ISD are continuously looking at ways to streamline the use of technologies and leverage County resources to reduce costs and re-purpose savings to take advantage of new technologies and capabilities. (See the graphics below which illustrate current and soon-to-be-launched mobile apps from Human Resources, Public Works, Public Library and LACMA.)



Web technology is vibrant, and ongoing investments in improvements are needed to remain relevant. Additional key e-government enhancements and budget estimates include:

- Further updating the Services Locator by Summer 2012 to include search by key words in addition to allowing departments to manage map-based information and enable easier, faster searches by users;

(The graphic below shows the enhanced information and added features on the Service Locator, which also enables faster, easier and more timely updating by County departments.)

Estimated Budget Costs: \$50,000 (for Summer 2012 update; additional costs required for other updates in the future)

The screenshot displays the 'Find Services in Los Angeles County' web application. It features a search bar at the top, a list of service categories on the left, a map of Los Angeles in the center, and two summary panels at the bottom. Red boxes and lines highlight specific features:

- Leverages Enterprise GIS information:** Points to the 'Services' list on the left, which includes categories like Dental Care, DHS Health Clinics, Health Centers, Hospitals and Medical Centers, Immunization, Medicare and Medicaid Offices, Mental Health Centers, Mental Health Counseling, Mental Health Programs, Public Health Programs, Safe Havens, and Substance Abuse Programs.
- Department managed information:** Points to the 'Chinatown Service Center - Los Angeles' popup, which provides detailed information about the center, including its address, hours, and services.
- Nearest locations:** Points to the 'Services Information Summary (Sorted by Distance)' panel, which lists nearby services like 'the Children's Clinic - Cesar Chavez' and 'Chinatown Service Center - Los Angeles' with their addresses, hours, and contact information.
- Aggregated district information:** Points to the 'District Information Summary' panel, which lists district-level information such as '1st Supervisorial', 'City of Los Angeles Downtown', and '34th Congressional' with their respective addresses and contact details.

- Consolidating document management and publishing capabilities using the County's standard that will reduce operating costs with the elimination of separate hardware and software infrastructure;

Timeframe/Estimated Budget Costs: Summer 2012 / \$400,000

- A Countywide employee directory with user-friendly directions to employees, who log-in to County applications and resources;

Timeframe/Estimated Budget Costs: Fall 2012 / \$50,000

- Positioning the County Portal to take advantage of rapidly changing portal technology by developing an infrastructure to easily create mobile websites and additional mobile applications;

Timeframe/Estimated Budget Costs: Fall 2013 / \$160,000 *(this excludes the costs required for on-going maintenance and support services)*

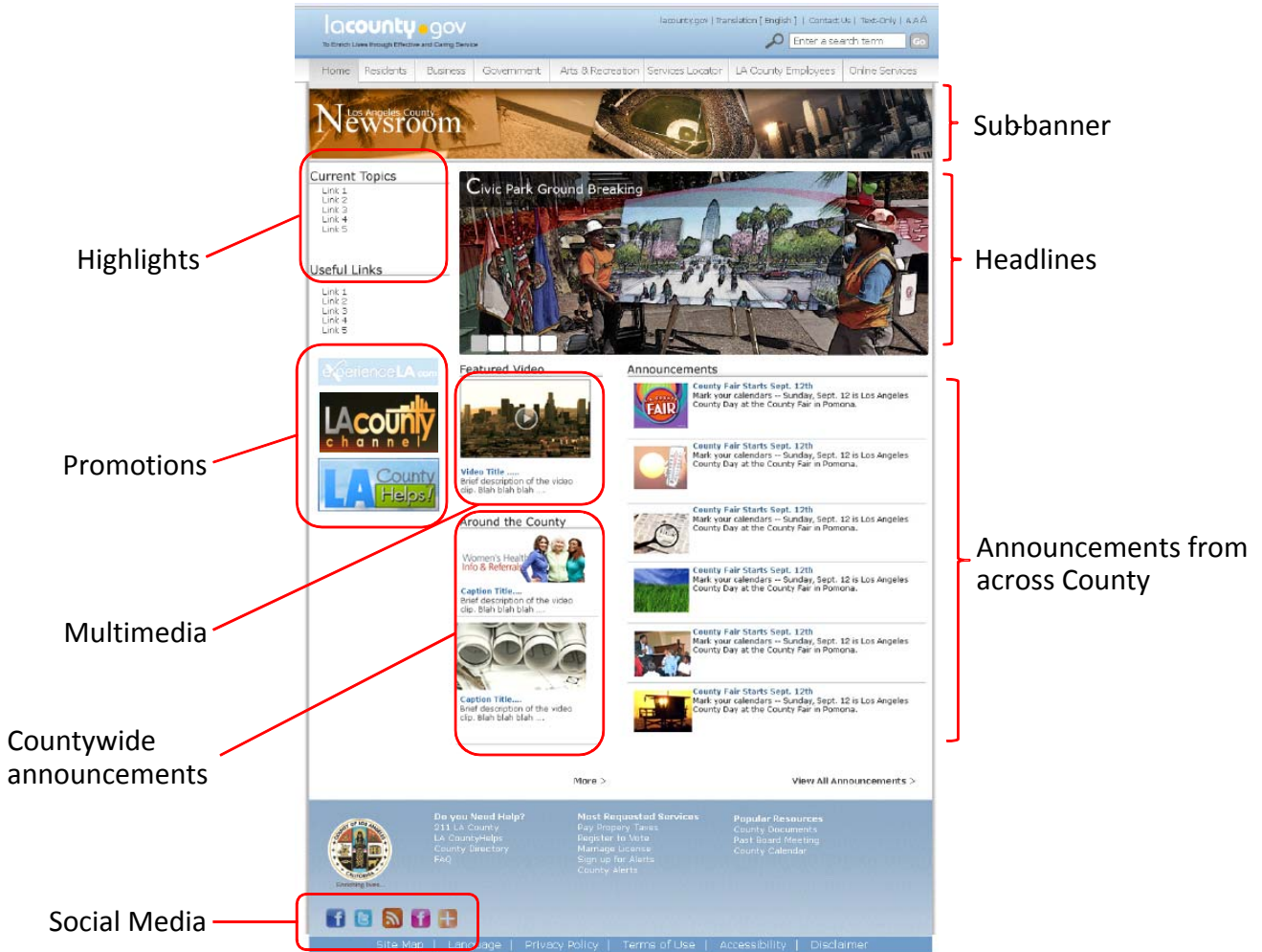
- Evaluating opportunities to enhance constituent outreach by assessing functionality and back-end support, which will enable constituents to, among other uses, research and apply for County job openings, access municipal services in unincorporated areas, receive subscription-based notification services, receive public health alerts, and enhanced voice and audio-enabled capabilities, thus creating a “one-stop shop” for the public.

Timeframe/Estimated Budget Costs: Summer 2013 / \$250,000 - \$300,000

- Refreshing the County Portal periodically, perhaps every 18 to 24 months, to incorporate current Internet technologies, such as multimedia content and social networking, and to advance the Guiding Principles of the County Portal, i.e., customer-friendly, visually dynamic, plain language, prominently featuring the “most requested” information and services, easy navigation and search features, and ability for departmental branding, scalability and flexibility to evolve with changes in user needs and technology trends.

(The graphic on the following page provides an illustration of expanded use of multimedia and social media as well as easy access to popular County-wide news, announcements and information.)

Estimated Budget Costs: \$200,000 to \$300,000



ACCELERATED OPPORTUNITIES

The projects described above are based upon following the normal course of planning and budgeting. However, if the County authorized special and additional funding immediately to jump-start specific initiatives, the County could achieve results in the form of new technologies and enhancements on a faster track. In addition, an expedited process for hiring short-term contractors will help speed up technology development. For example, if authorization and funding were provided immediately, the follow could be accomplished:

1. Enhancements to the Services Locator to improve search capabilities, enable multi-layer mapping and deploy a mobile version of Services Locator – \$125,000 - Fall 2012.

2. Positioning the County Portal to take advantage of rapidly changing portal technology by developing an infrastructure to create additional mobile websites and mobile applications. Current examples of applications created by departments include LACMA and Human Resources - \$160,000 – Fall 2012.
3. Evaluating opportunities to enhance constituent outreach by assessing functionality and back-end support, which will enable constituents to, among other uses, research and apply for County job openings, access municipal services in unincorporated areas and receive subscription-based notification services - \$300,000 – Fall 2012.
4. Upgrade the current lacounty.gov portal with a new Web 2.0 look and feel and capabilities - \$200,000 – fall 2012.

RECOMMENDATIONS

- Support the ongoing efforts by CIO, ISD and CEO-MCAT to complete portal improvements to Web 2.0;
- Establish a policy that all departments will become a part of the County Portal Web 2.0 in a timely manner and a consistent format using common technology to ensure transparency for user needs;
- Direct each department to analyze its recurring activities and develop mobile applications for them to provide a more efficient interface for the public, such as scheduling inspections, medical appointments, pothole locations, event schedules;
- Continue to support ongoing web improvements as technology changes to gain efficiencies and support the needs of all users. The relevant departments need to develop budget estimates and a timetable for completion;
- Establish one enterprise to oversee Web development with responsibility for budgets and ensuring timely deployment of new technologies, such as video, mobile applications, voice;
- Request that the CIO provide an annual update and recommendations to the Board on emerging technologies that may impact County e-Government and operations;

- Request that the CEO, CIO and ISD jointly review this report and its recommendations and develop budget estimates and timeframes for implementation of the aforementioned recommendations and report back to the Board during the Supplemental Budget Process; and
- Allocate resources necessary to accelerate completion of specific enhancements and new technologies identified in this report. Earlier completion of these improvements is consistent with the Board's directive to have a single web access point that will provide the ability to communicate with any department, minimize travel, improve quality of service and enhance the productivity of County employees while reducing costs.

Attachments (3)

Board of Supervisors Motion, October 25, 2011 – Attachment I

Online Services on County Portal – Attachment II

Status & Timetable for Departments on Portal – Attachment III

ATTACHMENT I

AGN. NO. _____

MOTION BY MAYOR MICHAEL D. ANTONOVICH

OCTOBER 25, 2011

New technologies are rapidly emerging that provide immediate access to detailed information from computers and mobile devices. While many County departments have improved web access and the Chief Executive Office's Multimedia, Cable and Telecommunications Division is currently working on a new integrated Countywide site to ensure that the public will have the most current user-friendly system to access and fulfill their service requests. The system should allow basic requests to be directed to the appropriate department within the County with clear instructions outlining steps needed to complete the request.

I, THEREFORE, MOVE that the Board of Supervisors direct the Quality and Productivity Commission to report back in 30 days with a plan which will assist in providing solutions to County departments currently working on a single County web access point. Utilization of this technology will provide the ability to communicate with any department and will minimize travel, improve quality of service, and enhance the productivity of County employees while reducing costs.

#

MDA:kblc

MOTION

MOLINA	_____
RIDLEY-THOMAS	_____
YAROSLAVSKY	_____
KNABE	_____
ANTONOVICH	_____

COUNTY PORTAL ONLINE SERVICES

Below is a list of information and services available online from the County Portal lacounty.gov.
Users can find information, make property tax payments, apply for a birth certificate, find a lost pet, etc.

On-line Service	Provided By
211 Los Angeles County Database Search	211 LA County
Activities Reservation and Registration	Parks & Recreation
Alert LA County	County Portal
Babies -- Safe Surrender Sites	Safe Surrender
Beach Use Permit	Beaches & Harbors
Birth Records	Registrar Recorder/County Clerk
Board of Supervisors -- Agenda Notification	Board of Supervisors
Board of Supervisors -- Live Broadcast	Board of Supervisors
Board of Supervisors -- Past Meetings Records Search	Board of Supervisors
Board of Supervisors -- Transcripts/Video Search	Board of Supervisors
Board of Supervisors -- Upcoming Meeting Records Search	Board of Supervisors
Business License Inquiries	Treasurer & Tax Collector
Business License Renewal Online Payment	Treasurer & Tax Collector
Business, Fictitious Name Search	Registrar Recorder/County Clerk
Child Support -- Delinquent Parents	Child Support Services
Children -- Abducted	District Attorney
Children --Abducted/Runaway Foster Children	Missing Kids LA
Consultant Registration for Construction, Architectural and Engineering Services	Public Works
County Code -- Search	County Portal
County Employment Test Preparation	Human Resources
County Fraud -- Reporting	Auditor-Controller
County Job -- Applying Online	Human Resources
County Job -- Interest Card	Human Resources
County Job -- Openings	Human Resources
County Job -- Test Preparation	Human Resources
Court -- Civil Case Documents	Superior Court
Court -- Civil Cases Calendar	Superior Court
Court -- Civil Cases Summary	Superior Court
Court -- Civil Party Name Search	Superior Court
Court -- Community Outreach	Superior Court
Court -- Criminal Defendant Index	Superior Court
Court Civil Cases Calendar	Superior Court
Court Civil Cases Summary	Superior Court
Crimes -- Rewards Offered	Board of Supervisors
Death Records	Registrar Recorder/County Clerk

[Determine Eligibility for Public](#)
[Determine Eligibility for Public Services](#)
[Divorce Records](#)
[Elections, Applying as Pollworker](#)
[Elections, Filing for Office](#)
[Farmers Markets, Find Certified](#)
[Fictitious Business Name Search](#)
[Find Your District](#)
[Ford Theatres -- Tickets](#)
[Gasoline Consumer Complaints](#)
[Graffiti Reporting](#)
[Hollywood Bowl -- Gift Shop](#)
[Hollywood Bowl -- Group Tickets](#)
[Hollywood Bowl -- Season Tickets](#)
[Homework Help](#)
[Illegal Dumping](#)
[Inmate Information](#)
[Inmate Purchase Care Package](#)
[Law Enforcement Complaint Form](#)
[Library Web Catalog](#)
[Library: Ask a Librarian](#)
[Marriage License](#)
[Marriage License, Applying for](#)
[Marriage Records](#)
[Materials Exchange](#)
[Music Center -- Reserving Space for Event](#)
[Music Center -- Tickets](#)
[Musicians Roster](#)
[Overcharge Complaints](#)
[Pets -- Adoptable](#)
[Pets -- Lost and Found](#)
[Polling Place Lookup](#)
[Post-Government Employment/Lobbying Violations](#)
[Property Assessment Information](#)
[Property Auction -- Defaulted Taxes](#)
[Property Tax -- Direct Assessments Contact List](#)
[Property Tax -- Online Payment](#)
[Property Tax -- Payment \(Secured\) Status](#)
[Property Tax -- Payment \(Unsecured\) Status](#)
[Property Tax -- Rate Area Look-up](#)
[Property Tax -- Supplemental Tax Estimator](#)

LA County Helps
 LA County Helps
 Superior Court
 Registrar Recorder/County Clerk
 Registrar Recorder/County Clerk
 Agricultural Cm/Weights & Meas
 Registrar Recorder/County Clerk
 Registrar Recorder/County Clerk
 Arts Commission
 Agricultural Cm/Weights & Measures
 Public Works
 Hollywood Bowl
 Hollywood Bowl
 Hollywood Bowl
 Public Library
 Public Works
 Sheriff
 Sheriff
 Ombudsman
 Public Library
 Public Library
 Registrar Recorder/County Clerk
 Registrar Recorder/County Clerk
 Registrar Recorder/County Clerk
 Public Works
 Music Center
 Music Center
 Arts Commission
 Agricultural Cm/Weights & Measures
 Animal Care
 Animal Care
 Registrar Recorder/County Clerk
 Board of Supervisors
 Assessor
 Treasurer & Tax Collector
 Auditor-Controller
 Treasurer & Tax Collector
 Treasurer & Tax Collector
 Treasurer & Tax Collector
 Auditor-Controller
 Assessor

Property Tax -- Third Party Reminder Notice	Treasurer & Tax Collector
Property Tax Payment Status	Treasurer & Tax Collector
Public Health – Newsletter Subscription	Public Health
Public Works -- How Am I Driving	Public Works
Public Works -- Invoice Payment Status	Public Works
Public Works -- Register for Information Notifications	Public Works
Public Works -- Request Service/Ask Question	Public Works
Public Works -- Service Locator	Public Works
Purchase Tickets: Ford Theatres	Ford Theatres
Recycler Locator	Public Works
Regional Planning -- Geographic Information Systems Data Download	Regional Planning
Regional Planning -- Geographic Information Systems Interactive Maps	Regional Planning
Regional Planning -- Map Catalog	Regional Planning
Reporting County Fraud	Auditor-Controller
Restaurant Ratings	Public Health
Road Closures	Public Works
Road Rehabilitation Project	Public Works
Schools -- Suggested Pedestrian Routes	Public Works
Search for County Jobs	Human Resources
Search/Register Section 8 Housing	Housing Authority
Section 8 Housing -- Register Rental Property	Housing Authority
Section 8 Housing -- Search for Rental Property	Housing Authority
Small Claims, E-Filing	Superior Court
Solar Mapping Program	GIS
Solid Waste Management	Public Works
Solid Waste, Where to Dispose	Public Works
Supplemental Tax Estimator	Assessor
Surplus Property -- Land for Auction	Public Works
Traffic Ticket Information/Services	Superior Court
Transportation Permits	Public Works
Uncashed County Checks Inquiry	Auditor-Controller
Vendor Registration	Internal Services
Voting, Apply for Absentee Ballot	Registrar Recorder/County Clerk
Voting, Registration	Secretary of State
Water Bill Payment	Public Works
Watershed Stakeholders Directory	Public Works
Weed Abatement Concerns	Agricultural Cm/Weights & Measures

STATUS & TIMETABLE FOR DEPARTMENTS ON COUNTY PORTAL INFRASTRUCTURE

DEPARTMENT	STATUS	
	On-boarded	Not on-boarded
Agricultural Commissioner/Weights & Measures	Spring 2013	
Alternate Public Defender		x
Animal Care and Control	Winter 2012	
Assessor		x
Auditor-Controller	Completed	
Beaches and Harbors	Completed	
Board of Supervisors, Executive Office		x
Chief Executive Office	Fall 2012	
Chief Information Officer	Spring 2013	
Child Support Services	Completed	
Children and Family Services		x
Community & Senior Services		x
Consumer Affairs		x
Coroner	Spring 2013	
District Attorney	Winter 2012	
Fire Department	Winter 2012	
Health Services	Spring 2013	
Human Resources	Completed	
Internal Services Department	Summer 2013	
Mental Health	Completed	
Military & Veterans Affairs	Summer 2012	
Museum of Art		x
Museum of Natural History		x
Parks & Recreation	Summer 2012	
Probation	Summer 2012	
Public Defender		x
Public Health		x
Public Library		x
Public Social Services	Winter 2012	
Public Works		x
Regional Planning		x
Registrar-Recorder/County Clerk		x
Sheriff	Completed	
Treasurer and Tax Collector		x